

Leneve, Brian

From: Leneve, Brian
Sent: November 21, 2017 12:23 PM
To: Hoek, John
Subject: FW: meet with Rob Long

From: Bassett, Kas
Sent: November 21, 2017 12:13 PM
To: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>
Subject: RE: meet with Rob Long

I'm not sure whether you are scheduling any meetings with me or not, but I will be in 2 meetings from 13:00-15:00. I will be happy to meet with whomever after that.

Thanks,

Kas

From: Bassett, Kas
Sent: November 21, 2017 10:28 AM
To: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>
Cc: Long, Rob <Rob.Long@cbsa-asfc.gc.ca>; Hoek, John <John.Hoek@cbsa-asfc.gc.ca>
Subject: RE: meet with Rob Long

Brian,

It is not a requirement that I meet with Chief Long. It is a requirement that I begin the Section 127 complaint investigation and have asked to do so on multiple occasions. I offered to come in on my days of rest and have expressed the urgent nature of this issue. I responded to Chief Long's email on Sunday night. If Chief Long is not in today, I would be more than happy to meet with the management representative who has been assigned to jointly investigate this complaint.

Thanks,

Kas Bassett

From: Leneve, Brian
Sent: November 21, 2017 8:47 AM
To: Bassett, Kas <Kas.Bassett@cbsa-asfc.gc.ca>
Subject: meet with Rob Long

Hi Kas,

If you still want to meet with him; he'll come in.

Leneve, Brian

From: Leneve, Brian
Sent: November 21, 2017 02:51 PM
To: Bassett, Kas
Cc: Hoek, John
Subject: RE: meet with Rob Long

I will be the employer rep. I just got briefed by John and was handed over the documentation. I haven't had any involvement with this at all; so I will be starting from scratch. I should be able to read everything over and get up to speed by 1300 hrs. tomorrow. Are you able to stay after 1300 hrs. tomorrow until 1500 hrs.? We will need to set up interviews with all involved. We will not be able to interview Rob until Friday and arrangements will have to be made for one of the CR's to come in

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Subject: meet with Rob Long

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If you still want to meet with him; he'll come in.

Leneve, Brian

From: Leneve, Brian
Sent: November 22, 2017 10:00 AM
To: Mitchell, Amy
Subject: RE: meet with Rob Long

I do have it. I have Victoria in my office right now to assist with the complaint. Do you have a minute to discuss?

From: Mitchell, Amy
Sent: November 22, 2017 9:58 AM
To: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>
Subject: RE: meet with Rob Long

Hi Brian,

Attached is . in case you require a copy.

Thank you

Amy Mitchell

Labour Relations Consultant, Human Resources - Southern Ontario Region
Canada Border Services Agency | Government of Canada
Amy.Mitchell@cbsa-asfc.gc.ca | Tel: 905-354-3766 | TTY: 866-335-3237

Consultant en relations de travail, Ressources Humaines - Région du sud de l'Ontario
Agence des services frontaliers du Canada | Gouvernement du Canada
Amy.Mitchell@cbsa-asfc.gc.ca | Tel: 905-354-3766 | ATS: 866-335-3237

From: Leneve, Brian
Sent: November 22, 2017 8:11 AM
To: ; Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>
Cc: Mitchell, Amy <Amy.Mitchell@cbsa-asfc.gc.ca>
Subject: FW: meet with Rob Long

FYI

From: Bassett, Kas
Sent: November 21, 2017 3:11 PM
To: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>
Subject: RE: meet with Rob Long

I am no farther ahead than you on this to be honest. I have read the HOIRS and have spent the rest of the time just trying to get to the point where we are addressing this properly. I can stay until 15:00 tomorrow but I believe that we need to meet before 13:00 in order get started. I don't know that we will need to interview anyone until we get together and discuss how to approach this. Also, I have not yet seen supplementary report so you will be ahead of me by 13:00. I would like to request that we begin by 11:00am. Additionally, I requested from Chief Long full disclosure of all emails regarding the HOIRS that were filed. I am again making that request.

Thanks,

Kas

From: Leneve, Brian
Sent: November 21, 2017 2:51 PM
To: Bassett, Kas <Kas.Bassett@cbsa-asfc.gc.ca>
Cc: Hoek, John <John.Hoek@cbsa-asfc.gc.ca>
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Kas Bassett

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Subject: meet with Rob Long

Hi Kas,

If you still want to meet with him; he'll come in.

Leneve, Brian

From: Leneve, Brian
Sent: November 29, 2017 08:58 AM
To: Long, Rob; Rankin, Tom; McKnight, Shawn; Hoek, John
Subject: FW: 127 Complain

Kas and I are continuing with the complaint today. Please see Kas' request. I'm not sure if the HOIR's have been sent off without signatures. I'm not sure if they were sent out by someone else. I only have photocopies here.

From: Bassett, Kas
Sent: November 29, 2017 8:52 AM
To: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>
Subject: 127 Complain

Hey Brian,

Can I get a new copy of all the HOIRS with their supplementary attachments so that I can fill out the OHS employee ren. portion and they can be submitted. Please make sure it's the version

Also, I was thinking that maybe you could just send out an email with my request for information (ie. Emails) to Tom directly and request that he approve all Superintendents and Chiefs to forward you this information? If they had any communication regarding the HOIRS from Nov.6 & 7th that is.

Thanks,

Kas

Leneve, Brian

From: Leneve, Brian
Sent: November 29, 2017 10:04 AM
To: Bassett, Kas
Subject: RE: HOIRS Nov.6/7th Investigation

Rob Long should be able to answer this

From: Bassett, Kas
Sent: November 29, 2017 10:00 AM
To: McKnight, Shawn <Shawn.McKnight@cbsa-asfc.gc.ca>
Cc: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>
Subject: HOIRS Nov.6/7th Investigation

Hi Shawn,

I'm wondering whether or not you interviewed any or all of the employees who submitted HOIRS on Nov.6th/7th and if so, who and when? Was there anyone else present and did you interview any other employees regarding health and safety as a result of these incidents? I'm asking because I don't know the context or circumstances under which these HOIRS were filled out.

Thanks for your help,

Kas

Leneve, Brian

From: Leneve, Brian
Sent: November 30, 2017 07:49 AM
To: Long, Rob; Rankin, Tom; Hoek, John; Bryce, Jill; McKnight, Shawn; Mitchell, Amy
Subject: RE: 127 Complain

Kas is working on the complaint and starting tomorrow he will be on his 7 day stretch.

From: Leneve, Brian
Sent: November 29, 2017 2:35 PM
To: Long, Rob <Rob.Long@cbsa-asfc.gc.ca>; Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>; Hoek, John <John.Hoek@cbsa-asfc.gc.ca>; Bryce, Jill <Jill.Bryce@cbsa-asfc.gc.ca>; McKnight, Shawn <Shawn.McKnight@cbsa-asfc.gc.ca>
Subject: RE: 127 Complain

Kas will work on the complaint investigation until 1600 hrs. today and then resume again tomorrow at 0800 hrs.

From: Leneve, Brian
Sent: November 29, 2017 1:57 PM
To: Long, Rob <Rob.Long@cbsa-asfc.gc.ca>; Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>; Hoek, John <John.Hoek@cbsa-asfc.gc.ca>
Cc: Bryce, Jill <Jill.Bryce@cbsa-asfc.gc.ca>
Subject: RE: 127 Complain

I've got calls out to Amy and Vlad waiting to hear back from them. Kas is scheduled until 1600 hrs to investigate the complaint and I'm sure he will want more time tonight and tomorrow.

Are we giving him hard copies of the emails he requested? so my
communication with him for the day is coming to an end.

From: Leneve, Brian
Sent: November 29, 2017 8:58 AM
To: Long, Rob <Rob.Long@cbsa-asfc.gc.ca>; Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>; McKnight, Shawn <Shawn.McKnight@cbsa-asfc.gc.ca>; Hoek, John <John.Hoek@cbsa-asfc.gc.ca>
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Hey Brian,

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Also, I was thinking that maybe you could just send out an email with my request for information (ie. Emails) to Tom directly and request that he approve all Superintendents and Chiefs to forward you this information? If they had any communication regarding the HOIRS from Nov.6 & 7th that is.

Thanks,

Kas

Leneve, Brian

From: Leneve, Brian
Sent: November 30, 2017 01:05 PM
To: Long, Rob; Hoek, John
Subject: RE: OHS 127 Complaint Investigation

Should we continue Wednesday after the meeting and go from there?

From: Kas Bassett [mailto:kaz-man@live.ca]
Sent: November 30, 2017 12:52 PM
To: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>
Subject: Re: OHS 127 Complaint Investigation

Hi Brian,

It's unfortunate that so that we could finish the investigation

I propose that we set something up for tomorrow and then if we still can't get it done, then I stay after the OHS meeting on Wednesday to finish up. Perhaps something like 9am until 3pm tomorrow? Let me know if that works. except maybe next Thursday.

Thanks,

Kas

From: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>
Sent: November 27, 2017 1:45 PM
To: Bassett, Kas; Bassett Kas (kaz-man@live.ca)
Subject: RE: OHS 127 Complaint Investigation

Kas,

I've scheduled you on Wednesday from 0800-1600 hrs.

From: Bassett, Kas
Sent: November 25, 2017 9:40 AM
To: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>
Subject: OHS 127 Complaint Investigation

Brian,

Can you please give me a call at home in order to let me know when I can come in for the investigation. Monday morning I will likely be going to the states but can come in after that until 4pm. Tuesday I can also come in until 4pm.

Let me know. Thanks,

Kas

Leneve, Brian

From: Leneve, Brian
Sent: November 30, 2017 01:06 PM
To: 'Kas Bassett'
Subject: RE: OHS 127 Complaint Investigation

It won't be tomorrow; I'll get back to you if Wednesday after the meeting is authorized.

From: Kas Bassett [mailto:kaz-man@live.ca]
Sent: November 30, 2017 12:52 PM
To: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>
Subject: Re: OHS 127 Complaint Investigation

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I propose that we set something up for tomorrow and then if we still can't get it done, then I stay after the OHS meeting on Wednesday to finish up. Perhaps something like 9am until 3pm tomorrow? Let me know if that works. except maybe next Thursday.

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Let me know. Thanks,

Kas

Leneve, Brian

From: Leneve, Brian
Sent: December 14, 2017 10:22 AM
To: Mitchell, Amy
Subject: FW: Section 127 complaint

FYI

Hopefully I can meet with Tom today and we can move forward with scheduling the meeting.

From: Bassett, Kas
Sent: December 14, 2017 10:18 AM
To: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>
Subject: RE: Section 127 complaint

Brian,

I do not find that to be acceptable or in keeping with the Labour Code. I would assume that any emails in regards to the HOIRS would be as part of the investigation into them and in trying to mitigate or find solutions to the hazards that they present. That is entirely pertinent to this investigation and in the spirit of transparency. I'm sure that you realise that, given that you have already provided me with copies of both your emails and Chief Bryce's. If I cannot determine the reasons for the actions taken, then I am left to speculate and that is not conducive to a sound investigation.

I will need to know whether you plan to go ahead with your proposed meeting or not. If not, then I will need time in order to try to conclude this investigation.

Thanks,

Kas

From: Leneve, Brian
Sent: December 14, 2017 9:23 AM
To: Bassett, Kas <Kas.Bassett@cbsa-asfc.gc.ca>
Subject: RE: Section 127 complaint

Yes Kas I would like to receive a copy of the questions.

As far as receiving the emails; I did mention to you in the meeting we had that you will not be receiving any more emails then what you already have. The only information that will be provided to you will be from the result of any reports, studies or test relating to the health and safety of the employees.

From: Bassett, Kas
Sent: December 13, 2017 4:37 PM
To: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>
Subject: RE: Section 127 complaint

Hi Brian,

Yes I did send them some questions in regards to the HOIRS. I continued the investigation with the time that you gave me. I do also need input from [redacted], but as you told me that they were hesitant to speak to employee members of the committee, I thought that I should speak with you first. I will be happy to provide you with a copy of these emails in the interest of full disclosure. In the same vain, I am still waiting for a reply to my request for full disclosure of emails regarding the HOIRS. I believe I am still waiting for emails from Director Rankin, Chief Long, Chief Hoek and Superintendent McKnight. So perhaps we can discuss these things when we next meet to continue the investigation. More importantly, do you foresee us being able to put together the meeting that you and Shawn suggested? If so, then I don't mind suspending the investigation until after the meeting.

Thanks,

Kas

From: Leneve, Brian
Sent: December 13, 2017 2:57 PM
To: Bassett, Kas <Kas.Bassett@cbsa-asfc.gc.ca>
Subject: RE: Section 127 complaint

Hi Kas,

I heard that [redacted] received questionnaires regarding the HOIRS and or the incident surrounding the HOIRS. Will I be getting a copy of this? I was wondering if [redacted] will be receiving the questionnaire as well?

thanks

From: Bassett, Kas
Sent: December 13, 2017 11:39 AM
To: McKnight, Shawn <Shawn.McKnight@cbsa-asfc.gc.ca>; Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>
Subject: Section 127 complaint

Hi Guys,

I have spoken to [redacted] the rest of the employee members of the OHS committee [redacted] s agreeable to holding an ad hoc OHS meeting on the issues of the complaint. Of course [redacted] attendance is debatable but she said that she would try to attend. We agreed that it will not necessarily result in a resolution to the complaint but that it was worth discussing. If [redacted] cannot attend, then we can bring forward any recommendations to her, to see if they are satisfactory enough to resolve the complaint or not. This meeting would have to take place in a timely manner, as we may need to get back to investigating the complaint, and this issue has already dragged on too long. My suggestion for the meeting would be Wednesday December 20th. I could also be available tomorrow or Friday.

Thanks,

Kas

Leneve, Brian

Subject: ADHOC OSH meeting - HOIR complaint
Location: Commercial Boardroom

Start: Wed 2017-12-20 09:00 AM
End: Wed 2017-12-20 11:00 AM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Leneve, Brian
Required Attendees: Bassett, Kas; Scott, Deborah A; Case, Matthew; Leckie, Jennifer; Theriault, Jasmine; Baert, Lauren; McKnight, Shawn

An ADHOC OSH meeting has been scheduled to discuss the HOIR and HOIR investigation complaint from early November. For those of you not working; please let me know if you can attend.

Thanks
Brian

Leneve, Brian

From: Leneve, Brian
Sent: December 20, 2017 03:51 PM
To: Mitchell, Amy
Cc: Rankin, Tom;
Subject: RE: Ad Hoc OHS meeting Re: Sec. 127 complaint

From: Mitchell, Amy
Sent: December 20, 2017 3:36 PM
To: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>
Cc: Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>;
Subject: RE: Ad Hoc OHS meeting Re: Sec. 127 complaint

From: Leneve, Brian
Sent: December 20, 2017 3:26 PM
To: Mitchell, Amy <Amy.Mitchell@cbsa-asfc.gc.ca>
Cc: Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>;
Subject: FW: Ad Hoc OHS meeting Re: Sec. 127 complaint

From: Leneve, Brian
Sent: December 20, 2017 3:22 PM
To: Bassett, Kas <Kas.Bassett@cbsa-asfc.gc.ca>
Cc: McKnight, Shawn <Shawn.McKnight@cbsa-asfc.gc.ca>
Subject: RE: Ad Hoc OHS meeting Re: Sec. 127 complaint

Please add that management did not choose to jointly investigate the LAB 1070's at the time due to the extenuating circumstances surrounding the issues at hand. Guidance was sought from Labour Relations before any decisions were made on how to proceed forward with the LAB 1070's.

From: Bassett, Kas
Sent: December 20, 2017 1:23 PM
To: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>; McKnight, Shawn <Shawn.McKnight@cbsa-asfc.gc.ca>
Subject: Ad Hoc OHS meeting Re: Sec. 127 complaint

Brian & Shawn,

As was discussed, I will fill in on today's meeting and what you have proposed to resolve the complaint. Namely, that you admit that management failed to jointly investigate the HOIRS that were filed. Also, that you propose the committee come up with a new process for HOIRS and new terms of reference for our local committee. I am off until December 27th and I do not expect to get back to me over the holidays. I will endeavor to have a response by the time of our next meeting, on January 3rd, 2018.

Thanks,

Kas

Leneve, Brian

From: Leneve, Brian
Sent: January 5, 2018 02:39 PM
To: Rankin, Tom; Mitchell, Amy; McKnight, Shawn
Subject: FW: Response to ad hoc meeting

FYI – this is what was read out by Kas at our last OSH meeting.

From: Bassett, Kas
Sent: January 5, 2018 2:29 PM
To: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>
Subject: FW: Response to ad hoc meeting

Brian,

You will find below response to the resolutions proposed by the Management representatives of the OHS committee at the Ad Hoc meeting.

Thanks,

Kas

From:
Sent: January 2, 2018 10:40 PM
To: Kas <kaz-man@live.ca>; Bassett, Kas <Kas.Bassett@cbsa-asfc.gc.ca>
Subject: Response to ad hoc meeting

Kas,

Could you please relay this information on to the employer regarding their response to the complaint I made under S.127 of part two of the CLC.

Thanks,

Leneve, Brian

From: Bassett, Kas
Sent: January 5, 2018 03:54 PM
To: Leneve, Brian
Subject: FW: Section 127 Complaint Re: HOIRS

Brian,

You will find below the questions that I asked in regards to her HOIR and the answers she provided.

Thanks,

Kas

From:
Sent: December 11, 2017 12:15 PM
To: Bassett, Kas <Kas.Bassett@cbsa-asfc.gc.ca>
Cc:
Subject: RE: Section 127 Complaint Re: HOIRS

Please see my responses to your questions, below.

Thank you Kas,

From: Bassett, Kas
Sent: December 9, 2017 5:32 PM
To:
Subject: Section 127 Complaint Re: HOIRS

Hi

First of all I didn't mean to send email to you as well. My apologies, but it's the same as yours.

As you know, I am currently conducting an investigation into Section 127 complaint (It is from a section of the Labour Code under part 2 – Occupational Health & Safety). The complaint is that the employer did not pass on your HOIRS to an employee member of the OHS committee and did not jointly investigate those HOIRS. filed the section 127 complaint after a few attempts were made to obtain the HOIRS from the employer were denied or ignored.

Our managers are claiming that there were 2 reasons for not passing on these HOIRS to an employee member of the committee. The first is that they are not sure that they should have been HOIRS at all. The second is that they claim to have been respecting your confidentiality. What they are saying is that you were opposed to an employee member of

the OHS committee viewing your incident report. They have never withheld reports like this in the past as far as we know and it is not only a part of the normal process, but also law, that an employee member view them. So that is the reason that I am writing. I need to know if there was some reason that management would have believed you didn't want anyone from OHS seeing your HOIR. If you could just answer the questions below, I would appreciate it.

Kas.....

Did you understand that by filling out a HOIR, members of the OHS committee would jointly review it and make recommendations?

Was confidentiality discussed at all in regards to your HOIR?

When you filled out your HOIR did you expect it to be confidential and only viewed by management?

Did you ask the superintendent who filled out your HOIR to keep it confidential?

Did the superintendent who filled out your HOIR ask how you felt about it being shared with the OHS committee?

Thank-you in advance for helping me with this matter. I hope that we can resolve it in the near future.

Thanks,

Kas

Leneve, Brian

From: Leneve, Brian
Sent: January 8, 2018 02:13 PM
To: Bassett, Kas
Subject: RE: Section 127 Complaint Re: HOIRS

Thanks for providing these Kas. Were you able to send them to [redacted] to get their response to the questions.

From: Bassett, Kas
Sent: January 5, 2018 3:56 PM
To: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>
Subject: FW: Section 127 Complaint Re: HOIRS

Brian,

You will find below the questions that I asked [redacted] in regards to her HOIR and the answers she provided.

Thanks,

Kas

From:
Sent: December 11, 2017 7:11 AM
To: Bassett, Kas <Kas.Bassett@cbsa-asfc.gc.ca>
Subject: RE: Section 127 Complaint Re: HOIRS

Good morning Kas,

From: Bassett, Kas
Sent: December 9, 2017 5:30 PM
To: '
Subject: Section 127 Complaint Re: HOIRS

Hi Janet,

As you know, I am currently conducting an investigation into Section 127 complaint (It is from a section of the Labour Code under part 2 – Occupational Health & Safety). The complaint is that the employer did not pass on your HOIRS to an employee member of the OHS committee and did not jointly investigate those HOIRS. filed the section 127 complaint after a few attempts were made to obtain the HOIRS from the employer were denied or ignored.

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Thanks,

Kas

Leneve, Brian

From: Hoek, John
Sent: November 21, 2017 01:24 PM
To: Leneve, Brian
Subject: Lab1060 complaint

RE: OHS Sec.127 Complaint

November 20, 2017

8:05 AM

Subject	RE: OHS Sec.127 Complaint
From	Bassett, Kas
To	Long, Rob
Cc	Hoek, John
Sent	November 19, 2017 5:04 PM

Rob,

If you were not going to be able to reply in regards to this Section 127 complaint until Friday afternoon, then I don't believe it should have had to wait for your reply. It is supposed to begin as soon as possible. I only deferred it until Friday because John was very much out of the loop in regards to all of these events. It seems likely that you were at least aware that there was a Section 127 complaint filed. It was also possible for this to begin over the weekend, as it does not need to wait for normal business hours. All of this was an issue and thought to have been resolved in the last complaint investigation.

In regards to a conflict of interest I respectfully disagree. I do not agree that the direct cause of all of these HOIRS was a result of the Executive email. I also do not agree that it would be inappropriate for me to investigate this complaint based on the fact that the Executive sent out the email, and that I am a part of the Executive. My OHS role is not in direct conflict with my role on the Executive or there would be a prohibition of participating on both. Regardless, this would be the equivalent of saying that because you are a Chief, if you issued discipline to someone, then you could not participate in the discipline process. It is also the equivalent of stating that neither Superintendent Leneve, nor Superintendent McKnight, can investigate this complaint because they were both, at least in part, responsible for them not being given to an employee OHS representative in a timely manner. I can assure you that I am able to act professionally, with integrity, and to separate my roles. Furthermore, the email that was sent out was regarding mental health and, therefore, very much OHS related.

It is not completely necessary for us to meet although I am willing to meet on Tuesday. It would be prudent for the investigation to begin as soon as possible on that date as the current timeline is already in breach of the code.

Thank-you,

Kas Bassett

From: Long, Rob
Sent: November 17, 2017 7:07 PM
To: Bassett, Kas <Kas.Bassett@cbsa-asfc.gc.ca>
Cc: Hoek, John <John.Hoek@cbsa-asfc.gc.ca>

Subject: RE: OHS Sec.127 Complaint

Kas:

I'm on an afternoon shift today and I'm just getting to your email now.

I have now had an opportunity to review the HOIR's that you are referencing and I've also found the missing supplemental report that was supposed to be attached to the HOIR submitted . I can provide you with a hard copy of that document when you are on shift next. When John provided you with the HOIR's, he was unaware that there should have been a supplemental report attached to that HOIR or that it was missing.

Also - I'm somewhat confused by your emails below. I was not aware that you are required to investigate HOIR's as you've stated below - it's my understanding that a manager investigates the injury or hazardous occurrence that is reported to them, that they then complete the HOIR, and then it is reviewed by an employee member of the local OSH committee. Perhaps there is a miscommunication here; perhaps you are referencing the investigation of the Section 127 complaint under the Labour Code and not the actual HOIR's. I probably need some clarification on that.

Also of concern to me is the fact that all of these HOIR's cite 'stress and anxiety' as a result of an email that each of the employees received from the executive of CIU local 19 to their respective personal email addresses at home on November 4th, 2017. You are the first VP of CIU local 19. I have it on good authority that you were, at least in part, directly responsible for the messaging that was sent to employees. I would respectfully submit that it is a direct conflict for you to be involved in any investigation or review of these HOIR's or any similar investigation of a Section 127 complaint related to these HOIR's.

I would further suggest and expect that we meet as soon as possible to explore some suitable resolution in this matter. I understand that you are in . I am on days of rest on Tuesday and Wednesday. I don't believe our schedules line up until November 24th. Therefore, I'd be willing to come in on Tuesday to meet. Please advise.

Rob

Rob Long
Chief, Operations Branch
Canada Border Services Agency / Government of Canada
rob.long@cbsa-asfc.gc.ca / Tel: 519-336-3846 / TTY: 866-335-3237
Chef, Direction générale des opérations
Agence des services frontaliers du Canada / Gouvernement du Canada
rob.long@cbsa-asfc.gc.ca / Tél. : 519-336-3846 / ATS : 866-335-3237

From: Bassett, Kas
Sent: November 16, 2017 6:54 PM
To: Long, Rob <Rob.Long@cbsa-asfc.gc.ca>
Cc: Hoek, John <John.Hoek@cbsa-asfc.gc.ca>
Subject: FW: OHS Sec.127 Complaint

Chief Long,

I spoke with Chief Hoek in regards to having time to come in tomorrow in order to begin this investigation. I do feel that it needs to begin forthwith. Chief Hoek felt that it was better if I spoke with you tomorrow in regards to this. In light of that, please give me a call tomorrow at your earliest convenience if I can be given the time that I need. At 6pm today, Chief Hoek was able to provide me with the missing HOIRS. One of the HOIRS, for employee did not have the indicated attached supplemental. I would appreciate it if I could get a copy of that document. Also, I will need all communication regarding these HOIRS for the purposes of this investigation. Finally, I would like to note that having

received the HOIRS, I have not signed off on them. I have not been able to properly investigate each one of them, nor have I spoken with the Superintendent who took them.

I appreciate your time and cooperation in this matter.

Thank-you,

Kas Bassett

From: Bassett, Kas
Sent: November 16, 2017 5:24 PM
To: Hoek, John <John.Hoek@cbsa-asfc.gc.ca>
Subject: OHS Sec.127 Complaint

Chief Hoek,

I understand that you have been made aware of the Sec.127 complaint that was submitted to day by I was informed by Superintendent Blair that they were working on getting me copies of the HOIRS that had not been reviewed by any employee members of the OHS Committee. As the employee representative who has been named to conduct the employee side of the investigation into this complaint, I am going to require time to complete it. I would like to request that I be allowed to come in to work tomorrow in order to continue the investigation. It has not started at this point, and I am scheduled to be away Monday on my annual duty firearm recertification. As it seems that these missing reports were filed as early as 10 days ago, it will be important to begin this investigation as quickly as possible. Also, could you please let me know who the contact will be for the employer side of the investigation.

Thankyou,

Kas Bassett

Leneve, Brian

From: Bassett, Kas
Sent: November 29, 2017 10:16 AM
To: Long, Rob
Cc: Leneve, Brian
Subject: RE: HOIRS Nov.6/7th Investigation

Chief Long,

Are you able to answer any of my questions below? We need to come up with a timeline and clear picture of how this unfolded.

Thank-you,

Kas

From: Leneve, Brian
Sent: November 29, 2017 10:03 AM
To: Bassett, Kas <Kas.Bassett@cbsa-asfc.gc.ca>
Subject: RE: HOIRS Nov.6/7th Investigation

From: Bassett, Kas
Sent: November 29, 2017 10:00 AM
To: McKnight, Shawn <Shawn.McKnight@cbsa-asfc.gc.ca>
Cc: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>
Subject: HOIRS Nov.6/7th Investigation

Hi Shawn,

I'm wondering whether or not you interviewed any or all of the employees who submitted HOIRS on Nov.6th/7th and if so, who and when? Was there anyone else present and did you interview any other employees regarding health and safety as a result of these incidents? I'm asking because I don't know the context or circumstances under which these HOIRS were filled out.

Thanks for your help,

Kas

Leneve, Brian

From: Rankin, Tom
Sent: December 14, 2017 09:21 AM
To: Leneve, Brian; McKnight, Shawn
Cc: Mitchell, Amy
Subject: RE: Section 127 complaint

Brian Shawn,
please check in with me on this, in person,
Thanks,
Tom

From: Leneve, Brian
Sent: December 14, 2017 9:11 AM
To: Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>;
McKnight, Shawn <Shawn.McKnight@cbsa-asfc.gc.ca>
Cc: Mitchell, Amy <Amy.Mitchell@cbsa-asfc.gc.ca>
Subject: FW: Section 127 complaint

I suggest we have this meeting December 20th. There is a chance that this might clear things up and put an end to the complaint. Shawn is going to check today with Kas and see what managers he would like to attend this meeting.

From: Bassett, Kas
Sent: December 13, 2017 11:39 AM
To: McKnight, Shawn <Shawn.McKnight@cbsa-asfc.gc.ca>; Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>
Subject: Section 127 complaint

Hi Guys,

I have spoken to [redacted] and the rest of the employee members of the OHS committee [redacted] is agreeable to holding an ad hoc OHS meeting on the issues of the complaint. Of course [redacted] attendance is debatable but she said that she would try to attend. We agreed that it will not necessarily result in a resolution to the complaint but that it was worth discussing. If [redacted] cannot attend, then we can bring forward any recommendations to her, to see if they are satisfactory enough to resolve the complaint or not. This meeting would have to take place in a timely manner, as we may need to get back to investigating the complaint, and this issue has already dragged on too long. My suggestion for the meeting would be Wednesday December 20th. I could also be available tomorrow or Friday.

Thanks,

Kas

Leneve, Brian

From: McKnight, Shawn
Sent: December 20, 2017 02:09 PM
To: Leneve, Brian; Mitchell, Amy
Cc: Rankin, Tom
Subject: RE: Ad Hoc OHS meeting Re: Sec. 127 complaint

More to follow,

Shawn McKnight

Administrative Superintendent, Operations Branch
Canada Border Services Agency/ Government of Canada
shawn.mcknight@cbsa-asfc.gc.ca / Tel: 519-336-2025
Fax: 519-336-5742

Surintendant Administratif, Direction générale des opérations
Agence des services frontaliers du Canada / Gouvernement du Canada
shawn.mcknight@cbsa-asfc.gc.ca / Tél. : 519-336-2025
Fax: 519-336-5742

From: Leneve, Brian
Sent: December 20, 2017 1:27 PM
To: Mitchell, Amy <Amy.Mitchell@cbsa-asfc.gc.ca>
Cc: Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>
McKnight, Shawn <Shawn.McKnight@cbsa-asfc.gc.ca>
Subject: FW: Ad Hoc OHS meeting Re: Sec. 127 complaint

From: Bassett, Kas

Sent: December 20, 2017 1:23 PM

To: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>; McKnight, Shawn <Shawn.McKnight@cbsa-asfc.gc.ca>

Subject: Ad Hoc OHS meeting Re: Sec. 127 complaint

Brian & Shawn,

As was discussed, I will fill in on today's meeting and what you have proposed to resolve the complaint. Namely, that you admit that management failed to jointly investigate the HOIRS that were filed. Also, that you propose the committee come up with a new process for HOIRS and new terms of reference for our local committee. I am off until December 27th and I do not expect to get back to me over the holidays. I will endeavor to have a response, as to whether this resolves her complaint, by the time of our next meeting, on January 3rd, 2018.

Thanks,

Kas

Leneve, Brian

From: Hoek, John
Sent: December 20, 2017 04:04 PM
To: Leneve, Brian; Mitchell, Amy
Cc: Rankin, Tom;
Subject: RE: Ad Hoc OHS meeting Re: Sec. 127 complaint

John

From: Leneve, Brian
Sent: December 20, 2017 3:51 PM
To: Mitchell, Amy <Amy.Mitchell@cbsa-asfc.gc.ca>
Cc: Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>;
Subject: RE: Ad Hoc OHS meeting Re: Sec. 127 complaint

From: Mitchell, Amy
Sent: December 20, 2017 3:36 PM
To: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>
Cc: Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>;
Subject: RE: Ad Hoc OHS meeting Re: Sec. 127 complaint

From: Leneve, Brian
Sent: December 20, 2017 3:26 PM
To: Mitchell, Amy <Amy.Mitchell@cbsa-asfc.gc.ca>
Cc: Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>; SOR_Dist_STCD_Chiefs <SOR_Dist_STCD_Chiefs@cbsa-asfc.gc.ca>
Subject: FW: Ad Hoc OHS meeting Re: Sec. 127 complaint

From: Leneve, Brian
Sent: December 20, 2017 3:22 PM
To: Bassett, Kas <Kas.Bassett@cbsa-asfc.gc.ca>

Cc: McKnight, Shawn <Shawn.McKnight@cbsa-asfc.gc.ca>

Subject: RE: Ad Hoc OHS meeting Re: Sec. 127 complaint

Please add that management did not choose to jointly investigate the LAB 1070's at the time due to the extenuating circumstances surrounding the issues at hand. Guidance was sought from Labour Relations before any decisions were made on how to proceed forward with the LAB 1070's.

From: Bassett, Kas

Sent: December 20, 2017 1:23 PM

To: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>; McKnight, Shawn <Shawn.McKnight@cbsa-asfc.gc.ca>

Subject: Ad Hoc OHS meeting Re: Sec. 127 complaint

Brian & Shawn,

As was discussed, I will fill in on today's meeting and what you have proposed to resolve the complaint. Namely, that you admit that management failed to jointly investigate the HOIRS that were filed. Also, that you propose the committee come up with a new process for HOIRS and new terms of reference for our local committee. I am off until December 27th and I do not expect to get back to me over the holidays. I will endeavor to have a response, as to whether this resolves her complaint, by the time of our next meeting, on January 3rd, 2018.

Thanks,

Kas

Leneve, Brian

From: Bassett, Kas
Sent: January 5, 2018 04:01 PM
To: Leneve, Brian
Subject: Sec.127 Complaint time

Brian,

As discussed, I will be needing more time to finish the investigation. Probably at least a few hours and I would appreciate it if it could be this weekend in order to get this finished as soon as possible. We can still meet Wednesday to discuss the other documents in the process.

Thanks,

Kas

Leneve, Brian

From: Bryce, Jill
Sent: January 8, 2018 02:28 PM
To: Leneve, Brian; Mitchell, Amy
Cc: Rankin, Tom; Long, Rob; Hoek, John; Maloney, Elizabeth
Subject: RE: Response to ad hoc meeting

Jill Bryce

Jill M. Bryce

Chief of Traveller Operations, Operations Branch
Canada Border Services Agency/ Government of Canada
jill.bryce@cbsa-asfc.gc.ca / Tel: 519-337-6271 / TTY:866-335-3237

Jill M. Bryce
Chef des opérations voyageur, Direction générale des opérations
Agence des services frontaliers du Canada / Gouvernement du Canada
jill.bryce@cbsa-asfc.gc.ca / Tél. : 519-337-6271 / ATS : 866-335-3237

From: Leneve, Brian
Sent: January 5, 2018 2:39 PM
To: Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>; SOR_Dist_STCD_Chiefs <SOR_Dist_STCD_Chiefs@cbsa-asfc.gc.ca>; Mitchell, Amy <Amy.Mitchell@cbsa-asfc.gc.ca>; McKnight, Shawn <Shawn.McKnight@cbsa-asfc.gc.ca>
Subject: FW: Response to ad hoc meeting

FYI – this is what was read out by Kas at our last OSH meeting.

From: Bassett, Kas
Sent: January 5, 2018 2:29 PM
To: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>
Subject: FW: Response to ad hoc meeting

Brian,

You will find below response to the resolutions proposed by the Management representatives of the OHS committee at the Ad Hoc meeting.

Thanks,

Kas

From:
Sent: January 4, 2018 10:40 P.M.
To: Kas <kaz-man@live.ca>; Bassett, Kas <Kas.Bassett@cbsa-asfc.gc.ca>
Subject: Response to ad hoc meeting

Kas,

Could you please relay this information on to the employer regarding their response to the complaint I made under S.127 of part two of the CLC.

Thanks,

Committee Members,

Leneve, Brian

From: Bassett, Kas
Sent: January 10, 2018 10:13 AM
To: Leneve, Brian
Subject: RE: Section 127 Complaint Re: HOIRS

No Brian I never sent it to them. I knew that [redacted] would never receive it. As I said previously, I was unsure if I should forward it to [redacted] given how uncomfortable she seems to have been throughout the process. I thought that we would discuss it or you could forward it to Louise on my behalf.

Kas

From: Leneve, Brian
Sent: January 8, 2018 2:13 PM
To: Bassett, Kas <Kas.Bassett@cbsa-asfc.gc.ca>
Subject: RE: Section 127 Complaint Re: HOIRS

Thanks for providing these Kas. Were you able to send them to [redacted] to get their response to the questions.

From: Bassett, Kas
Sent: January 5, 2018 3:56 PM
To: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>
Subject: FW: Section 127 Complaint Re: HOIRS

Brian,

You will find below the questions that I asked [redacted] in regards to her HOIR and the answers she provided.

Thanks,

Kas

From:
Sent: December 11, 2017 7:11 AM
To: Bassett, Kas <Kas.Bassett@cbsa-asfc.gc.ca>
Subject: RE: Section 127 Complaint Re: HOIRS

Good morning Kas,

From: Bassett, Kas
Sent: December 9, 2017 5:30 PM
To:
Subject: Section 127 Complaint Re: HOIRS

Hi Janet,

As you know, I am currently conducting an investigation into Section 127 complaint (It is from a section of the Labour Code under part 2 – Occupational Health & Safety). The complaint is that the employer did not pass on your HOIRS to an employee member of the OHS committee and did not jointly investigate those HOIRS. filed the section 127 complaint after a few attempts were made to obtain the HOIRS from the employer were denied or ignored.

Our managers are claiming that there were 2 reasons for not passing on these HOIRS to an employee member of the committee. The first is that they are not sure that they should have been HOIRS at all. The second is that they claim to have been respecting your confidentiality. What they are saying is that you were opposed to an employee member of the OHS committee viewing your incident report. They have never withheld reports like this in the past as far as we know and it is not only a part of the normal process, but also law, that an employee member view them. So that is the reason that I am writing. I need to know if there was some reason that management would have believed you didn't want anyone from OHS seeing your HOIR. If you could just answer the questions below, I would appreciate it.

Did you understand that by filling out a HOIR, members of the OHS committee would jointly review it and make recommendations?

Was confidentiality discussed at all in regards to your HOIR?

When you filled out your HOIR did you expect it to be confidential and only viewed by management?

Did you ask the superintendent who filled out your HOIR to keep it confidential?

Did the superintendent who filled out your HOIR ask how you felt about it being shared with the OHS committee?

Thank-you in advance for helping me with this matter. I hope that we can resolve it in the near future.

Thanks,

Kas

Leneve, Brian

From: Bassett, Kas
Sent: January 11, 2018 11:38 AM
To: Leneve, Brian
Subject: Time - Section 127 Complaint

Brian,

I understand that \ but I do not understand why I wasn't given time to complete my end of the investigation. I don't need you here for that and it might have left us with only a short meeting on Monday in order to wrap this up. The piecemeal approach that has been taken has lead to this investigation taking much longer than necessary. I hope that we will be able to dedicate the appropriate amount of time next week in order to finish this.

Thanks,

Kas

Long, Rob

From: Long, Rob
Sent: November 17, 2017 07:09 PM
To: Rankin, Tom; Hoek, John (John.Hoek@cbsa-asfc.gc.ca)
Subject: FW: OHS Sec.127 Complaint

After looking in CAS SP, I see that Kas has a meeting on Tuesday afternoon (Nov 21st) which says "OSH / CIU briefing." Is this meeting related to this issue? Am I stepping on someone's toes by offering to meet with him to resolve this?

Rob Long

Chief, Operations Branch
Canada Border Services Agency / Government of Canada
rob.long@cbsa-asfc.gc.ca / Tel: 519-336-3846 / TTY: 866-335-3237

Chef, Direction générale des opérations
Agence des services frontaliers du Canada / Gouvernement du Canada
rob.long@cbsa-asfc.gc.ca / Tél. : 519-336-3846 / ATS : 866-335-3237

From: Long, Rob
Sent: November 17, 2017 7:07 PM
To: Bassett, Kas <Kas.Bassett@cbsa-asfc.gc.ca>
Cc: Hoek, John <John.Hoek@cbsa-asfc.gc.ca>
Subject: RE: OHS Sec.127 Complaint

Kas:

I'm on an afternoon shift today and I'm just getting to your email now.

I have now had an opportunity to review the HOIR's that you are referencing and I've also found the missing supplemental report that was supposed to be attached to the HOIR submitted. I can provide you with a hard copy of that document when you are on shift next. When John provided you with the HOIR's, he was unaware that there should have been a supplemental report attached to that HOIR or that it was missing.

Also - I'm somewhat confused by your emails below. I was not aware that you are required to investigate HOIR's as you've stated below - it's my understanding that a manager investigates the injury or hazardous occurrence that is reported to them, that they then complete the HOIR, and then it is reviewed by an employee member of the local OSH committee. Perhaps there is a miscommunication here; perhaps you are referencing the investigation of the Section 127 complaint under the Labour Code and not the actual HOIR's. I probably need some clarification on that.

Also of concern to me is the fact that these HOIR's cite 'stress and anxiety' as a result of an email that each of the employees received from the executive of CIU local 19 to their respective personal email addresses at home on November 4th, 2017. You are the first VP of CIU local 19. I have it on good authority that you were, at least in part, directly responsible for the messaging that was sent to employees. I would respectfully submit that it is a direct conflict for you to be involved in any investigation or review of these HOIR's or any similar investigation of a Section 127 complaint related to these HOIR's.

I would further suggest and expect that we meet as soon as possible to explore some suitable resolution in this matter. I understand that you are in Windsor on Monday for mandatory training

I don't believe our schedules line up until November 24th. Therefore, I'd be willing to come in on Tuesday to meet. Please advise.

Rob

Rob Long

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rob.long@cbsa-asfc.gc.ca / Tél. : 519-336-3846 / ATS : 866-335-3237

From: Bassett, Kas
Sent: November 16, 2017 6:54 PM
To: Long, Rob <Rob.Long@cbsa-asfc.gc.ca>
Cc: Hoek, John <John.Hoek@cbsa-asfc.gc.ca>
Subject: FW: OHS Sec.127 Complaint

Chief Long,

I spoke with Chief Hoek in regards to having time to come in tomorrow in order to begin this investigation. I do feel that it needs to begin forthwith. Chief Hoek felt that it was better if I spoke with you tomorrow in regards to this. In light of that, please give me a call tomorrow at your earliest convenience if I can be given the time that I need. At 6pm today, Chief Hoek was able to provide me with the missing HOIRS. One of the HOIRS, for employee [redacted] did not have the indicated attached supplemental. I would appreciate it if I could get a copy of that document. Also, I will need all communication regarding these HOIRS for the purposes of this investigation. Finally, I would like to note that having received the HOIRS, I have not signed off on them. I have not been able to properly investigate each one of them, nor have I spoken with the Superintendent who took them.

I appreciate your time and cooperation in this matter.

Thank-you,

Kas Bassett

From: Bassett, Kas
Sent: November 16, 2017 5:24 PM
To: Hoek, John <John.Hoek@cbsa-asfc.gc.ca>
Subject: OHS Sec.127 Complaint

Chief Hoek,

I understand that you have been made aware of the Sec.127 complaint that was submitted to day by [redacted] I was informed by Superintendent Blair that they were working on getting me copies of the HOIRS that had not been reviewed by any employee members of the OHS Committee. As the employee representative who has been named to

conduct the employee side of the investigation into this complaint, I am going to require time to complete it. I would like to request that I be allowed to come in to work tomorrow in order to continue the investigation. It has not started at this point, and I am scheduled to be away Monday on my annual duty firearm recertification. As it seems that these missing reports were filed as early as 10 days ago, it will be important to begin this investigation as quickly as possible. Also, could you please let me know who the contact will be for the employer side of the investigation.

Thankyou,

Kas Bassett

Long, Rob

From: Long, Rob
Sent: November 19, 2017 05:23 PM
To: McKnight, Shawn
Subject: FW: OHS Sec.127 Complaint

I have the HOIR's on my desk now.

We'll need to discuss this asap Monday am.

You'll need a timeline of everything you did from the time you received the HOIR's and section 127 complaint including all emails.

Rob

Rob Long

Chief, Operations Branch
Canada Border Services Agency / Government of Canada
rob.long@cbsa-asfc.gc.ca / Tel: 519-336-3846 / TTY: 866-335-3237

Chef, Direction générale des opérations
Agence des services frontaliers du Canada / Gouvernement du Canada
rob.long@cbsa-asfc.gc.ca / Tél. : 519-336-3846 / ATS : 866-335-3237

From: Bassett, Kas
Sent: November 19, 2017 5:05 PM
To: Long, Rob <Rob.Long@cbsa-asfc.gc.ca>
Cc: Hoek, John <John.Hoek@cbsa-asfc.gc.ca>
Subject: RE: OHS Sec.127 Complaint

Rob,

If you were not going to be able to reply in regards to this Section 127 complaint until Friday afternoon, then I don't believe it should have had to wait for your reply. It is supposed to begin as soon as possible. I only deferred it until Friday because John was very much out of the loop in regards to all of these events. It seems likely that you were at least aware that there was a Section 127 complaint filed. It was also possible for this to begin over the weekend, as it does not need to wait for normal business hours. All of this was an issue and thought to have been resolved in the last complaint investigation.

In regards to a conflict of interest I respectfully disagree. I do not agree that the direct cause of all of these HOIRS was a result of the Executive email. I also do not agree that it would be inappropriate for me to investigate this complaint based on the fact that the Executive sent out the email, and that I am a part of the Executive. My OHS role is not in direct conflict with my role on the Executive or there would be a prohibition of participating on both. Regardless, this would be the equivalent of saying that because you are a Chief, if you issued discipline to someone, then you could not participate in the discipline process. It is also the equivalent of stating that neither Superintendent Leneve, nor Superintendent McKnight, can investigate this complaint because they were both, at least in part, responsible for them

not being given to an employee OHS representative in a timely manner. I can assure you that I am able to act professionally, with integrity, and to separate my roles. Furthermore, the email that was sent out was regarding mental health and, therefore, very much OHS related.

It is not completely necessary for us to meet although I am willing to meet on Tuesday. It would be prudent for the investigation to begin as soon as possible on that date as the current timeline is already in breach of the code.

Thank-you,

Kas Bassett

From: Long, Rob
Sent: November 17, 2017 7:07 PM
To: Bassett, Kas <Kas.Bassett@cbsa-asfc.gc.ca>
Cc: Hoek, John <John.Hoek@cbsa-asfc.gc.ca>
Subject: RE: OHS Sec.127 Complaint

Kas:

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Chief, Operations Branch
Canada Border Services Agency / Government of Canada
rob.long@cbsa-asfc.gc.ca / Tel: 519-336-3846 / TTY: 866-335-3237

Chef, Direction générale des opérations
Agence des services frontaliers du Canada / Gouvernement du Canada
rob.long@cbsa-asfc.gc.ca / Tél. : 519-336-3846 / AT5 : 866-335-3237

From: Bassett, Kas
Sent: November 16, 2017 6:54 PM
To: Long, Rob <Rob.Long@cbsa-asfc.gc.ca>
Cc: Hoek, John <John.Hoek@cbsa-asfc.gc.ca>
Subject: FW: OHS Sec.127 Complaint

Chief Long,

I spoke with Chief Hoek in regards to having time to come in tomorrow in order to begin this investigation. I do feel that it needs to begin forthwith. Chief Hoek felt that it was better if I spoke with you tomorrow in regards to this. In light of that, please give me a call tomorrow at your earliest convenience if I can be given the time that I need. At 6pm today, Chief Hoek was able to provide me with the missing HOIRS. One of the HOIRS, for employee [redacted] did not have the indicated attached supplemental. I would appreciate it if I could get a copy of that document. Also, I will need all communication regarding these HOIRS for the purposes of this investigation. Finally, I would like to note that having received the HOIRS, I have not signed off on them. I have not been able to properly investigate each one of them, nor have I spoken with the Superintendent who took them.

I appreciate your time and cooperation in this matter.

Thank-you,

Kas Bassett

From: Bassett, Kas
Sent: November 16, 2017 5:24 PM
To: Hoek, John <John.Hoek@cbsa-asfc.gc.ca>
Subject: OHS Sec.127 Complaint

Chief Hoek,

I understand that you have been made aware of the Sec.127 complaint that was submitted to day [redacted]. I was informed by Superintendent Blair that they were working on getting me copies of the HOIRS that had not been reviewed by any employee members of the OHS Committee. As the employee representative who has been named to conduct the employee side of the investigation into this complaint, I am going to require time to complete it. I would like to request that I be allowed to come in to work tomorrow in order to continue the investigation. It has not started at this point, and I am scheduled to be away Monday on my annual duty firearm recertification. As it seems that these missing reports were filed as early as 10 days ago, it will be important to begin this investigation as quickly as possible. Also, could you please let me know who the contact will be for the employer side of the investigation.

Thankyou,

Kas Bassett

Long, Rob

From: Long, Rob
Sent: November 19, 2017 05:25 PM
To: Simiganoschi, Vlad; Mitchell, Amy
Subject: FW: OHS Sec.127 Complaint

Perhaps we could have a quick teleconference sometime on Monday, I'm sure that Tom will want to be included as well.

Rob Long

Chief, Operations Branch
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rob.long@cbsa-asfc.gc.ca / Tel: 519-336-3846 / TTY: 866-335-3237

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Cc: Hoek, John <John.Hoek@cbsa-asfc.gc.ca>
Subject: RE: OHS Sec.127 Complaint

Rob,

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In regards to a conflict of interest I respectfully disagree. I do not agree that the direct cause of all of these HOIRS was a result of the Executive email. I also do not agree that it would be inappropriate for me to investigate this complaint based on the fact that the Executive sent out the email, and that I am a part of the Executive. My OHS role is not in direct conflict with my role on the Executive or there would be a prohibition of participating on both. Regardless, this would be the equivalent of saying that because you are a Chief, if you issued discipline to someone, then you could not participate in the discipline process. It is also the equivalent of stating that neither Superintendent Leneve, nor Superintendent McKnight, can investigate this complaint because they were both, at least in part, responsible for them not being given to an employee OHS representative in a timely manner. I can assure you that I am able to act professionally, with integrity, and to separate my roles. Furthermore, the email that was sent out was regarding mental health and, therefore, very much OHS related.

It is not completely necessary for us to meet although I am willing to meet on Tuesday. It would be prudent for the investigation to begin as soon as possible on that date as the current timeline is already in breach of the code.

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Kas:

I'm on an afternoon shift today and I'm just getting to your email now.

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Also - I'm somewhat confused by your emails below. I was not aware that you are required to investigate HOIR's as you've stated below - it's my understanding that a manager investigates the injury or hazardous occurrence that is reported to them, that they then complete the HOIR, and then it is reviewed by an employee member of the local OSH committee. Perhaps there is a miscommunication here; perhaps you are referencing the investigation of the Section 127 complaint under the Labour Code and not the actual HOIR's. I probably need some clarification on that.

Also of concern to me is the fact that these HOIR's cite 'stress and anxiety' as a result of an email that each of the employees received from the executive of CIU local 19 to their respective personal email addresses at home on November 4th, 2017. You are the first VP of CIU local 19. I have it on good authority that you were, at least in part, directly responsible for the messaging that was sent to employees. I would respectfully submit that it is a direct conflict for you to be involved in any investigation or review of these HOIR's or any similar investigation of a Section 127 complaint related to these HOIR's.

I would further suggest and expect that we meet as soon as possible to explore some suitable resolution in this matter. I understand that you are in Windsor on Monday for mandatory training

I don't believe our schedules line up until November 24th. Therefore, I'd be willing to come in on Tuesday to meet. Please advise.

Rob

Rob Long

Chief, Operations Branch
Canada Border Services Agency / Government of Canada
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Subject: OHS Sec.127 Complaint

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Thankyou,

Kas Bassett

Long, Rob

From: Leneve, Brian
Sent: December 14, 2017 07:28 AM
To: Long, Rob; Rankin, Tom; McKnight, Shawn
Cc: Mitchell, Amy; Hoek, John; Maloney, Elizabeth; Bryce, Jill
Subject: FW: Section 127 complaint

Long, Rob

From: Leneve, Brian
Sent: January 8, 2018 02:17 PM
To: Mitchell, Amy
Cc: McKnight, Shawn; Rankin, Tom
Subject: FW: Section 127 Complaint Re: HOIRS

Long, Rob

From: Mitchell, Amy
Sent: December 28, 2017 01:06 PM
To: McKnight, Shawn; Leneve, Brian
Cc: Rankin, Tom;
Subject: Ad Hoc OHS meeting Re: Sec. 127 complaint

From: Bassett, Kas
Sent: December 20, 2017 1:23 PM
To: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>; McKnight, Shawn <Shawn.McKnight@cbsa-asfc.gc.ca>
Subject: Ad Hoc OHS meeting Re: Sec. 127 complaint

Brian & Shawn,

As was discussed, I will fill in on today's meeting and what you have proposed to resolve the complaint. Namely, that you admit that management failed to jointly investigate the HOIRS that were filed. Also, that you propose the committee come up with a new process for HOIRS and new terms of reference for our local committee. I am off until December 27th and I do not expect to get back to me over the holidays. I will endeavor to have a response, as to whether this resolves her complaint, by the time of our next meeting, on January 3rd, 2018.

Thanks,

Kas

Long, Rob

From: Long, Rob
Sent: November 26, 2017 03:55 PM
To: Rankin, Tom
Cc: Ray, Victoria
Subject: RE: Clerk Meeting November 22, 2017

Follow Up: As per the concerns below, Victoria and I met with on Thursday afternoon.
now have a much better understanding of the dynamics of that entire situation and
seem satisfied with the engagement and explanations. I can speak to with Victoria
Rob

Rob Long

Chief, Operations Branch
Canada Border Services Agency / Government of Canada
rob.long@cbsa-asfc.gc.ca / Tel: 519-336-3846 / TTY: 866-335-3237

Chef, Direction générale des opérations
Agence des services frontaliers du Canada / Gouvernement du Canada
rob.long@cbsa-asfc.gc.ca / Tél. : 519-336-3846 / ATS : 866-335-3237

From: Ray, Victoria
Sent: November 22, 2017 4:53 PM
To: Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>;
Cc: Morganstein, Paul <Paul.Morganstein@cbsa-asfc.gc.ca>;

<Sherri.Lindsay@cbsa-asfc.gc.ca>;
<Mohamed.ElBoutakmanti@cbsa-asfc.gc.ca>; Bassett, Kas <Kas.Bassett@cbsa-asfc.gc.ca>;

Lindsay, Sherri
El Boutakmanti, Mohamed

Subject: Clerk Meeting November 22, 2017
Importance: High

Hi Tom and Chiefs,

Paul Morganstein was here today to meet with Sherri Lindsay
Mohamed El Boutakmanti, Kas Bassett was also in attendance.

- It was noted that no follow up occurred by management after the HOIRs were submitted, except in the case of one clerk. Several of the clerks were waiting for management to meet with them all to discuss the issues that were presented. They met initially with management to have the HOIRs filled out, but no follow up was done after the fact. Some even felt that management was upset that they filled out HOIRs, as no information was coming back to them.
- This is the first meeting with regards to those issues presented. The clerks are expecting follow up to those HOIRs by management. They are looking for a resolution.
- They want everyone to work together and for people to be held accountable. They want to know how we are going to move forwards to address some of the concerns raised in the HOIRs.

- They felt that there was no transparency, a lack of communication, a lack of respect and a disconnect. This is in respect to both CIU and management.
- Some wanted accountability for the email that was sent out by CIU. The tone of the email pushed some people "over the edge".
- It was felt generally that the email that came out by CIU was the catalyst for the HOIRs. If there is a positive to come out of this, they want it to be that discussions will be had and that we will move forward in a positive manner.
- They want a joint apology and want to know how CBSA is going to address the issues presented.

I told everyone that I would highlight these items, send them upwards, and cc all of those who were in attendance.

For those who were present, did I miss anything?

Victoria Ray

Superintendent, Operations Branch
Canada Border Services Agency / Government of Canada
Victoria.Ray@cbsa-asfc.gc.ca / Tel: 519-336-0489 / TTY: 866-335-3237

Surintendante, Direction générale des opérations
Agence des services frontaliers du Canada / Gouvernement du Canada
Victoria.Ray@cbsa-asfc.gc.ca / Tel: 519-336-0489 / TTY: 866-335-3237

Long, Rob

From: Long, Rob
Sent: November 24, 2017 10:19 AM
To: Mitchell, Amy
Cc: Simiganoschi, Vlad; Rankin, Tom
Subject: FW: OSH matter/meeting

FYI Amy, as per my voice message to you. Just wanted to update you that the Labour complaint investigation had to be postponed today as below. We should be able to get started early next week.

Rob Long

Chief, Operations Branch
Canada Border Services Agency / Government of Canada
rob.long@cbsa-asfc.gc.ca / Tel: 519-336-3846 / TTY: 866-335-3237

Chef, Direction générale des opérations
Agence des services frontaliers du Canada / Gouvernement du Canada
rob.long@cbsa-asfc.gc.ca / Tél. : 519-336-3846 / ATS : 866-335-3237

From: Bassett, Kas
Sent: November 24, 2017 8:48 AM
To: Maloney, Elizabeth <Elizabeth.Maloney@cbsa-asfc.gc.ca>
Cc: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>; Long, Rob <Rob.Long@cbsa-asfc.gc.ca>
Subject: RE: OSH matter/meeting

Liz,

I hope that everything works out ok. It is not necessary for him to be present for me to work on my side of the investigation. There may be some things that we need to tackle jointly, but there is a lot to be done separately. It is now 2 weeks since this issue began and there are ongoing hazards that have not been properly resolved or investigated. I heard at length on Wednesday of how employees still do not feel safe, that there has been no accountability, no follow through, no communication and no follow up to this issue. I assured them that it is not because there has not been a great effort on our end. I hope and expect that we will be able to get this investigation started jointly by Monday/Tuesday. then perhaps someone else could be assigned to take this on as we have barely scratched the surface. Please let me know as soon as possible when I can expect to be able to work on this (work email, home email or phone call will be fine).

Thank-you,

Kas

From: Maloney, Elizabeth
Sent: November 23, 2017 7:02 PM
To: Bassett, Kas <Kas.Bassett@cbsa-asfc.gc.ca>
Cc: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>; Long, Rob <Rob.Long@cbsa-asfc.gc.ca>
Subject: OSH matter/meeting

Kas,

has to cancel his meeting with you.

He wants to continue with this and will follow up next week to re-schedule.

Thank you,

Liz

Galstian, Ani

From: Mitchell, Amy
Sent: November 22, 2017 11:54 AM
To: Simiganoschi, Vlad
Subject: RE: OHS Sec.127 Complaint

No. thank you.

From: Simiganoschi, Vlad
Sent: November 22, 2017 11:52 AM
To: Mitchell, Amy <Amy.Mitchell@cbsa-asfc.gc.ca>
Subject: RE: OHS Sec.127 Complaint

Is there anything I need to do with regards to this issue?

Vlad Simiganoschi

From: Mitchell, Amy
Sent: November 22, 2017 10:43 AM
To: Simiganoschi, Vlad <Vlad.SIMIGANOSCHI@cbsa-asfc.gc.ca>
Subject: RE: OHS Sec.127 Complaint

Ok.
I spoke to Brian this morning.

From: Simiganoschi, Vlad
Sent: November 22, 2017 10:42 AM
To: Mitchell, Amy <Amy.Mitchell@cbsa-asfc.gc.ca>
Subject: RE: OHS Sec.127 Complaint

Hi Amy,

Vlad Simiganoschi

From: Mitchell, Amy
Sent: November 21, 2017 11:29 AM
To: Simiganoschi, Vlad <Vlad.SIMIGANOSCHI@cbsa-asfc.gc.ca>
Subject: FW: OHS Sec.127 Complaint

Hi Vlad,

Did a conference call take place regarding this issue yesterday?

Amy Mitchell

Labour Relations Consultant, Human Resources - Southern Ontario Region
Canada Border Services Agency | Government of Canada
Amy.Mitchell@cbsa-asfc.gc.ca | Tel: 905-354-3766 | TTY: 866-335-3237

Consultant en relations de travail, Ressources Humaines - Région du sud de l'Ontario
Agence des services frontaliers du Canada | Gouvernement du Canada
Amy.Mitchell@cbsa-asfc.gc.ca | Tel: 905-354-3766 | ATS: 866-335-3237

From: Long, Rob
Sent: November 19, 2017 5:25 PM
To: Simiganoschi, Vlad <Vlad.SIMIGANOSCHI@cbsa-asfc.gc.ca>; Mitchell, Amy <Amy.Mitchell@cbsa-asfc.gc.ca>
Subject: FW: OHS Sec.127 Complaint

Perhaps we could have a quick teleconference sometime on Monday, I'm sure that Tom will want to be included as well.

Rob Long

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I would further suggest and expect that we meet as soon as possible to explore some suitable resolution in this matter. I understand that you are in Windsor on Monday for mandatory training and I am on days of rest on Tuesday and Wednesday. I don't believe our schedules line up until November 24th. Therefore, I'd be willing to come in on Tuesday on my day off to meet. Please advise.

Rob

Rob Long

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I appreciate your time and cooperation in this matter.

Thank-you,

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Thankyou,

Kas Bassett

Galstian, Ani

From: Rankin, Tom
Sent: November 16, 2017 01:44 PM
To: Mitchell, Amy
Cc:
Subject: Fw: HOIR's

Fyi

Sent from my BlackBerry 10 smartphone on the Rogers network.

From:
Sent: Thursday, November 16, 2017 07:44
To: Rankin, Tom
Subject: RE: HOIR's

Hi Tom,

I am writing to request a meeting with yourself, Kas Bassett and I as soon as possible. We will also require an Ad Hoc OHS meeting tomorrow. At this point in time, Labour Canada has been contacted regarding this matter as the Employer is in direct violation with the CLC Part II and the regulations.

Thank you.

From: Rankin, Tom
Sent: November 15, 2017 8:49 PM
To:
Cc:
Subject: Re: HOIR's

Tom

Sent from my BlackBerry 10 smartphone on the Rogers network.

From:
Sent: Wednesday, November 15, 2017 16:49
To: Rankin, Tom
Subject: FW: HOIR's

Hi Tom,

Thank you for your time.

Galstian, Ani

From: Leneve, Brian
Sent: November 29, 2017 03:11 PM
To: Mitchell, Amy
Subject: FW: 127 Complain
Attachments: HOIR comments.pdf

From: Leneve, Brian
Sent: November 29, 2017 3:04 PM
To: Mitchell, Amy <Amy.Mitchell@cbsa-asfc.gc.ca>
Cc: Bryce, Jill <Jill.Bryce@cbsa-asfc.gc.ca>; Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>; Long, Rob <Rob.Long@cbsa-asfc.gc.ca>; Hoek, John <John.Hoek@cbsa-asfc.gc.ca>; McKnight, Shawn <Shawn.McKnight@cbsa-asfc.gc.ca>
Subject: RE: 127 Complain

Hi Amy,

Kas Bassett (employee rep. for complaint investigation) just now provided me with the signed off HOIR's and his comments. Attached is what he added to each of the 4 HOIRs. It doesn't make much sense to me but I'm sure he is entitled to his opinion when these are signed off. Should I ask him some clarifying questions?

From: Rankin, Tom
Sent: November 29, 2017 2:49 PM
To: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>; Long, Rob <Rob.Long@cbsa-asfc.gc.ca>; Hoek, John <John.Hoek@cbsa-asfc.gc.ca>
Cc: Bryce, Jill <Jill.Bryce@cbsa-asfc.gc.ca>
Subject: RE: 127 Complain

From: Leneve, Brian
Sent: November 29, 2017 1:57 PM
To: Long, Rob <Rob.Long@cbsa-asfc.gc.ca>; Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>; Hoek, John <John.Hoek@cbsa-asfc.gc.ca>
Cc: Bryce, Jill <Jill.Bryce@cbsa-asfc.gc.ca>
Subject: RE: 127 Complain

Kas is scheduled until 1600 hrs to investigate the complaint and I'm sure he will want more time tonight and tomorrow.

Are we giving him hard copies of the emails he requested? I have to leave shortly after 1500 hrs today so my communication with him for the day is coming to an end.

From: Leneve, Brian
Sent: November 29, 2017 8:58 AM
To: Long, Rob <Rob.Long@cbsa-asfc.gc.ca>; Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>; McKnight, Shawn

<Shawn.McKnight@cbsa-asfc.gc.ca>; Hoek, John <John.Hoek@cbsa-asfc.gc.ca>

Subject: FW: 127 Complain

Kas and I are continuing with the complaint today. Please see Kas' request. I'm not sure if the HOIR's have been sent off without signatures I'm not sure if they were sent out by someone else. I only have photocopies here.

From: Bassett, Kas

Sent: November 29, 2017 8:52 AM

To: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>

Subject: 127 Complain

Hey Brian,

Can I get a new copy of all the HOIRS with their supplementary attachments so that I can fill out the OHS employee rep. portion and they can be submitted. Please make sure it's the version 'Type of occurrence' marked 'Disabling Injury'. Do you know if her HOIR has been submitted to Labour yet?

Also, I was thinking that maybe you could just send out an email with my request for information (ie. Emails) to Tom directly and request that he approve all Superintendents and Chiefs to forward you this information? If they had any communication regarding the HOIRS from Nov.6 & 7th that is.

Thanks,

Kas

Galstian, Ani

From: Minniti-Rocco, Marisa
Sent: November 9, 2017 03:44 PM
To: Mitchell, Amy
Subject: FW: EAP Site Visit - Nov. 14

Just FYI

From: Rankin, Tom
Sent: November 9, 2017 1:17 PM
To: Wright, Melinda <Melinda.Wright@cbsa-asfc.gc.ca>; Minniti-Rocco, Marisa <Marisa.Minniti@cbsa-asfc.gc.ca>
Subject: FW: EAP Site Visit - Nov. 14

Melinda,
We have reached out to Paul specifically to come and speak with our clerical employees, in relation to mental health and wellbeing in the workplace,
Thank you,
Tom

From: McKnight, Shawn
Sent: November 9, 2017 1:00 PM
To: Morganstein, Paul <Paul.Morganstein@cbsa-asfc.gc.ca>
Cc: Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>; Long, Rob <Rob.Long@cbsa-asfc.gc.ca>; Hoek, John <John.Hoek@cbsa-asfc.gc.ca>; Elliott, Bill S. <Bill.Elliott2@cbsa-asfc.gc.ca>
Subject: Site Visit - Nov. 14

Hello Paul,

I have spoken with Director Rankin and Chief Long about a site visit to discuss mental health with the clerical staff. We would like to go ahead as planned for Tuesday Nov.14th. You mentioned being on site at 1230 until approx. 1400-1430. Please let me know if anything changes. Thanks Paul, and we'll see you on Tuesday!

Shawn McKnight

Administrative Superintendent, Operations Branch
Canada Border Services Agency/ Government of Canada
shawn.mcknight@cbsa-asfc.gc.ca / Tel: 519-336-2025
Fax: 519-336-5742

Surintendant Administratif, Direction générale des opérations
Agence des services frontaliers du Canada / Gouvernement du Canada
shawn.mcknight@cbsa-asfc.gc.ca / Tél. : 519-336-2025
Fax: 519-336-5742

OHS Sec.127 Complaint

November 16, 2017 7:30 PM

Subject OHS Sec.127 Complaint
From Bassett, Kas
To Hoek, John
Sent November 16, 2017 5:24 PM

Chief Hoek,

I understand that you have been made aware of the Sec.127 complaint that was submitted to day

I was informed by Superintendent Blair that they were working on getting me copies of the HOIRS that had not been reviewed by any employee members of the OHS Committee. As the employee representative who has been named to conduct the employee side of the investigation into this complaint, I am going to require time to complete it. I would like to request that I be allowed to come in to work tomorrow in order to continue the investigation. It has not started at this point, and I am scheduled to be away Monday on my annual duty firearm recertification. As it seems that these missing reports were filed as early as 10 days ago, it will be important to begin this investigation as quickly as possible. Also, could you please let me know who the contact will be for the employer side of the investigation.

Thankyou,

Kas Bassett

RE: Curtis comment, vlad, Copy of Complaint Lab 1060 relating to Clerical staff Lab1070's

November 17, 2017 11:20 AM

Subject RE: Copy of Complaint Lab 1060 relating to Clerical staff Lab1070's
From Simiganoschi, Vlad
To Rankin, Tom; Long, Rob
Cc Leneve, Brian; McKnight, Shawn; Williams, Curtis; Mitchell, Amy; Hoek, John
Sent November 17, 2017 9:37 AM

Good morning,

Vlad Simiganoschi

Labour Relations Consultant, Human Resources - Southern Ontario Region
Canada Border Services Agency | Government of Canada
Vlad.Simiganoschi@cbsa-asfc.gc.ca | Tel: 519-967-4122 | TTY: 866-335-3237

Consultant en relations de travail, Ressources Humaines - Région du sud de l'Ontario
Agence des services frontaliers du Canada | Gouvernement du Canada
Vlad.Simiganoschi@cbsa-asfc.gc.ca | Tél : 519-967-4122 | ATS : 866-3353237

From: Hoek, John
Sent: November 17, 2017 9:29 AM
To: Mitchell, Amy <Amy.Mitchell@cbsa-asfc.gc.ca>; Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>
Cc: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>; McKnight, Shawn <Shawn.McKnight@cbsa-asfc.gc.ca>; Simiganoschi, Vlad <Vlad.SIMIGANOSCHI@cbsa-asfc.gc.ca>; Long, Rob <Rob.Long@cbsa-asfc.gc.ca>; Williams, Curtis <Curtis.Williams@cbsa-asfc.gc.ca>
Subject: RE: Copy of Complaint Lab 1060 relating to Clerical staff Lab1070's

Supt Curtis Williams accepted the original complaint from OHS members Kas Bassett
he replied to them that he would look into it and bring it to a chief. The reply from Bassett was that is fine I just want some paperwork so I can look into this issue, by the end of the day.

Supt Williams then brought the paperwork to me.

I was able to meet with Bassett later in the day and presented him with the Lab 1070's that clerical staff members had generated approx. 10 days prior but were never sent to the OHS committee. Bassett had questions why the OHS committee was not involved in an investigation; I reported to Bassett that I was away from the port during this event and have very limited knowledge on how it was dealt with. Bassett accepted and understood why I did not have all the facts and was willing to wait to speak with a management rep (Chief Rob Long or Director Rankin) concerning how this situation was handled.

As Kas Bassett was leaving the commercial operations, where my officer is located, Williams asked Bassett if everything was alright; Bassett replied I got what I was looking for now (referring to the lab

1070's)

Bassett has since emailed Chief Rob Long requesting a meeting; Chief Long is scheduled to be on duty later this morning.

John Hoek

Chief of Operations, Operations Branch
Canada Border Services Agency/ Government of Canada
John.Hoek@cbsa-asfc.gc.ca / Tel: 519-336-0485 / TTY:866-335-3237

Chef des opérations, Direction générale des opérations
Agence des services frontaliers du Canada / Gouvernement du Canada
John.Hoek@cbsa-asfc.gc.ca / Tél. : 519-336-0485 / ATS : 866-335-3237

From: Mitchell, Amy
Sent: November 17, 2017 8:32 AM
To: Hoek, John <John.Hoek@cbsa-asfc.gc.ca>; Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>
Cc: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>; McKnight, Shawn <Shawn.McKnight@cbsa-asfc.gc.ca>; Simiganoschi, Vlad <Vlad.SIMIGANOSCHI@cbsa-asfc.gc.ca>
Subject: RE: Copy of Complaint Lab 1060 relating to Clerical staff Lab1070's

Hi John,

Upon the receipt of the complaint was there any discussion between management and the employee to try and resolve the complaint?

Complaint Process- http://atlas/hrb-dgrh/res/ohs-sst/documents/icrp_prip_eng.pdf

Thank you

Amy Mitchell

Labour Relations Consultant, Human Resources - Southern Ontario Region
Canada Border Services Agency | Government of Canada
Amy.Mitchell@cbsa-asfc.gc.ca | Tel: 905-354-3766 | TTY: 866-335-3237

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Amy.Mitchell@cbsa-asfc.gc.ca | Tel: 905-354-3766 | ATS: 866-335-3237

From: Hoek, John
Sent: November 16, 2017 7:28 PM
To: Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>;
Cc: Leneve, Brian <Brian.Leneve@cbsa-asfc.gc.ca>; McKnight, Shawn <Shawn.McKnight@cbsa-asfc.gc.ca>; Mitchell, Amy <Amy.Mitchell@cbsa-asfc.gc.ca>

Subject: Copy of Complaint Lab 1060 relating to Clerical staff Lab1070's

This complaint was submitted to Supt C Williams earlier today concerning the Lab 1070's from some of the clerical staff at the BWB.

The hard copy of this complaint has been forwarded to Supt McKnight to file with the associated lab 1070's

John Hoek

Chief of Operations, Operations Branch
Canada Border Services Agency/ Government of Canada
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Agence des services frontaliers du Canada / Gouvernement du Canada
John.Hoek@cbsa-asfc.gc.ca / Tél. : 519-336-0485 / AT5 : 866-335-3237

Desmarais, Robin

From: Rankin, Tom
Sent: December 18, 2017 02:37 PM
To: Hoek, John
Subject: RE: updated Time lime to clerks 4 Lab1070 complaint on lab1060

John,
please ensure no individual details are discussed, seek guidance from LR,
Thank you,
Tom

From: Hoek, John
Sent: December 18, 2017 2:30 PM
To: Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>
Cc: SOR_Dist_STCD_Chiefs <SOR_Dist_STCD_Chiefs@cbsa-asfc.gc.ca>
Subject: updated Time lime to clerks 4 Lab1070 complaint on lab1060

See attacked

An ad hoc meeting with OHS members is scheduled for Dec 20, 2017 at 0900hr to discuss the HOIRS
And lab 1060

Desmarais, Robin

From: Ray, Victoria
Sent: November 28, 2017 10:24 AM
To: Rankin, Tom
Subject: RE: Clerk Meeting November 22, 2017

Perfect. I'll see you then.

Victoria Ray

Superintendent, Operations Branch
Canada Border Services Agency / Government of Canada
Victoria.Ray@cbsa-asfc.gc.ca / Tel: 519-336-0489 / TTY: 866-335-3237

Surintendante, Direction générale des opérations
Agence des services frontaliers du Canada / Gouvernement du Canada
Victoria.Ray@cbsa-asfc.gc.ca / Tel: 519-336-0489 / TTY: 866-335-3237

From: Rankin, Tom
Sent: November 28, 2017 10:23 AM
To: Ray, Victoria <Victoria.Ray@cbsa-asfc.gc.ca>
Subject: RE: Clerk Meeting November 22, 2017

3pm would be better for me...

From: Ray, Victoria
Sent: November 28, 2017 10:23 AM
To: Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>
Subject: RE: Clerk Meeting November 22, 2017

Do you have time now?

Victoria Ray

Superintendent, Operations Branch
Canada Border Services Agency / Government of Canada
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From: Rankin, Tom
Sent: November 28, 2017 10:12 AM

To: Ray, Victoria <Victoria.Ray@cbsa-asfc.gc.ca>
Subject: RE: Clerk Meeting November 22, 2017

Hi Vic,
I'd like to meet with you to discuss this,
Thanks,
Tom

From: Ray, Victoria
Sent: November 22, 2017 4:53 PM
To: Rankin, Tom <Tom.Rankin@cbsa-asfc.gc.ca>
Cc: Morganstein, Paul <Paul.Morganstein@cbsa-asfc.gc.ca>;

<Sherri.Lindsay@cbsa-asfc.gc.ca>; Lindsay, Sherri
<Mohamed.ElBoutakmanti@cbsa-asfc.gc.ca>; El Boutakmanti, Mohamed
<Kas.Bassett@cbsa-asfc.gc.ca>; Bassett, Kas

Subject: Clerk Meeting November 22, 2017
Importance: High

Hi Tom and Chiefs,

Paul Morganstein was here today to meet with Sherri Lindsay,
Mohamed El Boutakmanti, Kas Bassett was also in attendance.

- It was noted that no follow up occurred by management after the HOIRs were submitted, except in the case of one clerk. Several of the clerks were waiting for management to meet with them all to discuss the issues that were presented. They met initially with management to have the HOIRs filled out, but no follow up was done after the fact. Some even felt that management was upset that they filled out HOIRs, as no information was coming back to them.
- This is the first meeting with regards to those issues presented. The clerks are expecting follow up to those HOIRs by management. They are looking for a resolution.
- They want everyone to work together and for people to be held accountable. They want to know how we are going to move forwards to address some of the concerns raised in the HOIRs.
- They felt that there was no transparency, a lack of communication, a lack of respect and a disconnect. This is in respect to both CIU and management.
- Some wanted accountability for the email that was sent out by CIU. The tone of the email pushed some people "over the edge".
- It was felt generally that the email that came out by CIU was the catalyst for the HOIRs. If there is a positive to come out of this, they want it to be that discussions will be had and that we will move forward in a positive manner.
- They want a joint apology and want to know how CBSA is going to address the issues presented.

I told everyone that I would highlight these items, send them upwards, and cc all of those who were in attendance.

For those who were present, did I miss anything?

Victoria Ray

Superintendent, Operations Branch
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